

Oct. 31, 2019

MEDICAID ALERT

TO: All Providers

SUBJECT: Individuals with Disabilities Education Act Part C Program (BabyNet) Updates and Important Dates

Claims-level Adjudication Begins in November; Expanded Resources Available

On Nov. 1, the South Carolina Department of Health and Human Services (SCDHHS) will implement the claims-level adjudication process for payments to providers rendering services to children through the Individuals with Disabilities Education Act (IDEA) Part C program, commonly known as BabyNet. Beginning Nov. 13, providers will be able to access claims-level remittance advice in the [SCDHHS web tool](#) for claims submitted and dates of service on or after Nov. 1. Instructions on accessing remittance advice are [available on the BabyNet website](#).

The claims-level adjudication system has been one of the central projects critical to the success of the integration of the BabyNet and South Carolina Healthy Connections Medicaid programs. The new system institutes a change to how claims are processed and how payments are made to providers. Additional resources have been developed to ensure any provider concerns are addressed quickly while the new payment system is brought online. Some of these resources include:

- A webinar, hosted on Oct. 22, that outlined the new features and addressed questions about the process. The [webinar slides](#) are now available on the [BabyNet Provider Outreach webpage](#);
- An updated [PDF document explaining the claims-level remittance process](#);
- A billing companion guide for the BabyNet Reporting & Intervention Data Gathering Electronic System (BRIDGES), which can be found [on the frequently asked questions \(FAQs\) page](#);
- An updated depiction of the [future claims and payment life-cycle](#);
- Updated BabyNet forms and instructions, which have been added [here](#); and,
- Additional information on the BabyNet provider [FAQ page](#) regarding the new claims-level remittance advices.

SCDHHS is also publishing a list of points of contact for providers who encounter any issues with BabyNet operations following the implementation of claims-level adjudication. Please refer to the table below for the appropriate points of contact as determined by the potential issue.



Nature of Inquiry	Contact Information
System access issues in BRIDGES	BRIDGES Help Desk: Submit a ticket
Specific application errors in BRIDGES	BRIDGES Help Desk: Submit a ticket
Billing questions	Managed Care Organization (MCO): Contact the relevant MCO using the table provided on the BabyNet FAQ page Fee-for-service: SCDHHS Provider Service Center Click here to complete the web form; or Call: (888) 289-0709
SCDHHS web tool/remittance advice issues	Visit the Provider Service Center website here ; or, Call: (888) 289-0709
MCO-specific inquiries	MCO: Contact the relevant MCO using the table provided on the BabyNet FAQ page

Credentialing Reminder for Providers in Advance of Continuity of Care Period Ending Dec. 31

Providers who have not yet submitted their information for credentialing with a MCO are reminded that the process can take up to 60 days. The continuity of care period for the integration of BabyNet and South Carolina Healthy Connections Medicaid ends on Dec. 31, 2019.

Next Call in Series Announced: Question and Answer Session for BabyNet Providers and MCOs

SCDHHS will host a call with representatives from MCOs and BabyNet providers on Nov. 15. BabyNet providers are encouraged to **submit questions and comments for MCOs to bnproviderenrollment@scdhhs.gov by noon Thursday, Nov. 7.** SCDHHS will forward submitted questions to the MCOs to be addressed during the call. Due to time constraints, answers presented on each call will only be available for questions that were submitted by the noon deadline on Nov. 7.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid and BabyNet programs.